

Diploma in Customer Service Level 3 Apprenticeship



Who is the qualification for?

The Level 3 Diploma in Customer Service is a hybrid qualification, made up of competence and knowledge units. Customer Service is a diverse sector, suitable for anyone who provides assistance and advice within a company to people who buy or use its products or services i.e. contact centres and retail. Employees operating at level 3 play an integral role in supporting organisational objectives through a wide range of functions, such as: organising and deliver customer service, resolve customer problems, implementing changes to improve customer service, understanding the importance of customer relationship management.

Benefits for the learner

- Improve performance and communications.
- More opportunities to progress further in other work-related areas, i.e., sales, team leading and administration.
- Improve your planning and organisational skills.
- Gain confidence in dealing with difficult and dissatisfied customers.
- Evaluate and improve your own performance.
- Gain a nationally recognised and valued qualification.



Benefits for the employer

- Funded by the Welsh Government.
- Increase the skills and experience in your business.
- Increase productivity with a more knowledgeable and skilled workforce.
- Retain staff by providing progression and learning opportunities.
- Optional units can be tailored to support business requirements.
- Flexible delivery to support business needs avoiding disruption as training is delivered by appointment, within the workplace or via digital platforms such as Microsoft TEAMS.

Talk training testimonials

Tracey Holdsworth, NSPCC:

The service has always been a very professional and efficient one. The training representatives are reliable, helpful, with a friendly approach which has always put my employees at ease, making the training session more enjoyable for them. I also feel they provide a personal service where the Business Development Managers make a point of holding regular meetings to check on progress of the training programme.

Alongside this I have always been given helpful feedback on progress of each candidate which has in turn enabled me to provide the right support for them to achieve their qualification. I would not hesitate to recommend Talk Training to any Company looking for a professional and efficient training provider.

Alicia Newman, Crane Process Flow Technologies:

Over the past few years Talk Training has provided Crane with a wide variety of funded programmes including Leadership & Management and Project Management across many levels which have been truly beneficial to the development of our associates. The service we have received has been professional and well organised and there is always someone on hand to offer guidance and information on course content, suitability and timescales etc. The feedback we have received from our associates is that the training representatives are extremely helpful and approachable and are always on hand to support when needed. Talk Training are now a strong partner with our business and continue to support us with the personal and professional development of our associates.



- Recognised market leader in the delivery of Apprenticeships in Wales.
- Over 27 years experience.
- Working with over 130 Welsh companies.
- Delivered over 25,000 apprenticeships.

Want to learn more about this Customer Services Level 3 fully funded* Apprenticeship?



www.talktraining.co.uk



info@talktraining.co.uk



01443 848300

Other courses delivered by Talk training include:

ILM Management Levels 3, 4 and 5, Project Management, Business Administration, Information, Advice and Guidance, Customer Services, Learning & Development, Sustainable Resource Management, Warehousing and Storage, IT and Hospitality.

**Terms and conditions apply*



**Cronfa Gymdeithasol Ewrop
European Social Fund**

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Name: Kate McGourlick

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Telephone: 01443 848305

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Name: Ali Yilmaz

Job Title: Business Development Manager

Email: ayilmaz@talktraining.co.uk

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